

OUTWARD TEMPLATES



SECRETARIAT OFFICE MANUAL SERIES

OUTWARD TEMPLATES

**Edition No.1
2019**

Copyright Statement

© Government of Andhra Pradesh 2019 Unless otherwise stated, copyright (and other intellectual property rights, if any) in this publication is owned by the Government of Andhra Pradesh.

Copyright Notice

With the exception of the Government of Andhra Pradesh State Emblem, this work is licensed under a Creative Commons Attribution 4.0 International licence (CC BY 4.0)

(<http://creativecommons.org/licenses/by/4.0/deed.en>).

**Drafting and design Team**

1. Dr. Srikant Nagulapalli, Secretary, Political, 2. Sri Kyathari Gurumurthy, Additional Secretary, GAD, 3. Smt B. Vijaya Lakshmi, Assistant Secretary, GAD, 4. Smt D. Indira Rani, SO, GAD, 5. Sri B. Ramesh, ASO, GAD, 6. Sri A. Easwar Prasad, PA to Secy. Poll.

Attribution

This publication should be attributed as follows:

Andhra Pradesh General Administration Department, Secretariat Office Manual Series, Edition No.1, Amaravati, India: Nodal Authority for Biometric Attendance and e-Office.

Authorisation

The content in this publication is authorised under orders issued in Circular Memo No. GAD01-CAB0SOM(INST)/10/2019-CAB-II, General Administration (Cabinet.II) Department, dated 16-02-2019.

Use of the Andhra Pradesh State Emblem

The terms under which the Andhra Pradesh State Emblem can be used are detailed in the Government orders issued vide G.O. P.No.2, GA(PU-A) Department, dated 14-11-2018.

Contact

Enquiries regarding this licence and any other use of this document are welcome at:

Mid-Level Officer, Cabinet Division,
General Administration Department,
Building Number 1, Interim Secretariat, Amaravati,
Guntur District, Andhra Pradesh.

Email: adlsecy-cabinet@ap.gov.in

Phone: 0863-2441530

www.gad.ap.gov.in

Contents

1	FORMS OF CORRESPONDENCE	1
1.1	General	1
1.2	Orders	1
1.3	Memorandum	1
1.4	Unofficial Note	2
1.5	Letter	2
1.6	Demi Official letter	2
1.7	Press Communique or Press Note	3
1.8	Endorsement	3
1.9	Telephonic Message	3
1.10	Short Message Service	3
1.11	Wireless message	4
1.12	Notification	4
2	TEMPLATES	5
2.1	Government Order	5
2.2	Government Memorandum	6
2.3	Government U.O. Note	7
2.4	Government letter	8
2.5	Government D.O. letter	9
2.6	Government Press Note	10
2.7	Government Endorsement on Tappal	11
2.8	Government Endorsement on separate sheet	12
2.9	Minutes	13
3	SPECIAL CORRESPONDENCE	14
3.1	Certain cases	14
3.2	With foreign missions in India	16
3.3	With Indian missions in foreign countries	16

3.4	With foreign entities	17
3.4.1	With foreign Governments by GoAP	17
3.4.2	With foreign Governments by local bodies of Andhra Pradesh	17
3.4.3	With foreign private individuals/ organisations .	18
3.5	Information on foreign contracts to Indian missions abroad	18
4	DESPATCH & CLOSING	19
4.1	Despatch	19
4.1.1	Modes of despatch	19
4.1.2	Address	19
4.1.3	Marking	19
4.1.4	Email despatch	20
4.1.5	Despatch within and outside secretariat	20
4.1.6	Despatch by special messengers	21
4.1.7	Postal despatch of papers	21
4.1.8	Despatch of valuables	22
4.1.9	Despatch of articles	22
4.1.10	Despatch of records to the TDP/ Archives	22
4.1.11	Use of envelopes	23
4.2	Numbering and Closing	24

1 FORMS OF CORRESPONDENCE

1.1 General

- (1) Ensure that letters from secretariat are complete in themselves and independent of enclosures.
- (2) Condense the correspondence to the extent possible, remove repetitions and unnecessary details.
- (3) Deal with only one topic in one communication
- (4) Don't quote demi-official correspondence normally.

1.2 Orders

- (1) Orders (proceedings) have one of the following markings.
 - (i) Routine (Rt): not of sufficient importance and not retained permanently;
 - (ii) Manuscript (Ms): to be retained permanently; and
 - (iii) Printed (P): to be printed and retained permanently.
- (2) There are two types of orders.
 - (i) Government Orders: When the disposal of a case contains the final orders of the Government, adopt the proceedings form.
 - (ii) Office Order: Issue Office Order for giving instructions meant for internal administration to staff for carrying out work, distribution of work among sections / officers, for issuing proceedings of departmental promotion committees, sanctioning of office expenses, leaves etc.
- (3) Certain orders may be marked SECRET.

1.3 Memorandum

- (1) Issue a Government memorandum in the following instances.
 - (i) Issue of intermediate orders of Government in a case;
 - (ii) Seeking information or opinion from a subordinate officer;
 - (iii) Convey information which is not an order; and
 - (iv) Acknowledge receipt of a communication.
- (2) Circular is a form of memorandum to be issued to large number of employees at the same time to convey urgent communications or important and urgent decisions.

1.4 Unofficial Note

- (1) Send an unofficial reference to obtain views/ opinions/ clarifications/ information etc. quickly without a formal letter or when several offices have to be addressed simultaneously. It is sent in two ways in secretariat/ head of department.
 - (i) Send the file itself with a note to a secretariat department or head of the department in e-office;
 - (ii) Send a self-contained note to the official email.

Note: Don't use formal salutation or closing words.

1.5 Letter

- (1) Write a letter (includes an email) when you intend to address:
 - (i) a higher authority
 - (ii) another Government
 - (iii) the High Court
 - (iv) Presiding Officers of statutory bodies
 - (v) Speaker of Legislative Assembly/ Chairman of Legislative Council/ members of legislature/ elected representatives/ non-officials
 - (vi) an officer not under the control of state Government
 - (vii) an official or non-official association of some standing.
- (2) The most commonly used format in any government office is letter.
- (3) Use it for corresponding with agencies outside Government, public enterprises, statutory authorities, local bodies and members of public.
- (4) It carries more of formality than personal touch. Use it for collecting/eliciting information as well as for conveying views and decisions.
- (5) The name, designation and telephone number including official email of the signatory must be mentioned below the signature.

1.6 Demi Official letter

- (1) Write a Demi Official letter to an officer (not a non-official) or Indian Mission abroad or citizen to invite personal attention on a case. The following salutations are to be adopted.

- (i) Between AIS officers.
 - a) To senior officers: Dear Sri <name of officer>
 - b) To junior officers: My Dear <name of officer>
- (ii) Between Gazetted Officers and AIS officers/ Officers of distinction: Dear Sir/
Dear Madam

1.7 Press Communique or Press Note

- (1) Use this when you want to give wide publicity of a Government decision. Press communique is more formal in character than Press Note and will be reproduced intact by the Press. A Press Note, on the other hand, is intended to serve as a hand out which the Press may edit, compress or enlarge as they deem fit.

1.8 Endorsement

- (1) Return a paper in original to the sender or refer to the subordinate officer for disposal or refer to another department or section for information, remarks or disposal. May also use where a copy of communication is to be forwarded to others in addition to the original addressee.

1.9 Telephonic Message

- (1) This form is used for obtaining/conveying urgent information from the Heads of Departments and other Offices.
- (2) Instructions conveyed through a telephone shall be written on a note and approval taken indicating the date, time, phone number and name of caller.

1.10 Short Message Service

- (1) Use this service for fetching urgent information or passing simple instructions or information to the subordinate staff.
- (2) Screen shot/ record of short message service instructions should be transferred to a note file for orders indicating the date, time, phone number and name of sender.
- (3) While drafting:
 - (i) Exclude non-essential matter
 - (ii) Ensure consistency
 - (iii) Omit minor parts of speech
 - (iv) Message should be concise and clear

1.11 Wireless message


- (1) Use this form for communicating very urgent messages. Wireless messages intended for subordinate offices of the Government in the district are sent through the Police wireless. The cipher staff attached to the Police Wireless Office will encode and decode messages in cipher.
- (2) Wireless. Transmit wireless messages addressed to Ministers, Secretaries to Governments, etc., of the Government of India and other State Governments through the Police Wireless Communications.

1.12 Notification

- (1) Use notifications for publishing rules and orders passed under legal enactments by the Government. Also use for making announcements about appointments, postings, transfers, etc. In the departments/offices use for publishing matter in government gazette under provisions of any law.

2 TEMPLATES

2.1 Government Order

		SECRET
GOVERNMENT OF ANDHRA PRADESH ABSTRACT		Security classification: Confidential/ Secret/ Top Secret
<write subject head, sub-head and title proper>		Emblem: Print emblem for MLO or above
<write secretariat department name>		Series & No: • Write Ms/ Rt/ P • Write GO No.
G.O. Ms. No.	Dated dd-mm-yyyy	
Read the following:		
1) 2)		Write date of issue

ORDER:		List the references referred in body
<u><Body of proceedings></u> <ul style="list-style-type: none">• Convenient paragraph numbers. Paragraph 1 gives context of case.• Paragraph 2 indicates sanction order with reference to the delegation.• Paragraph 3 refers to availability of budget provision and the relevant budget to which the expenditure is to be debited.>		
<u><Finance Authorisation></u> : Write the UO note number of Finance department or the time and date of concurrence given by Secretary Finance, if required.>		Write name and designation of authenticating officer (Secretary to Government / MLO)
(BY ORDER AND IN THE NAME OF THE GOVERNOR OF ANDHRA PRADESH)		
<Name> <AUTHENTICATING OFFICER>		Dispatch digitally signed pdf copy to official tappal email address of depts./ offices
To xxx Copy to xxx	// FORWARDED BY ORDER //	
<Digital Sign> <Name> <ATTESTING OFFICER>		Digital sign, name and designation of attesting officer/ SO

2.2 Government Memorandum

Mode of dispatch: By email attachment/ By registered post/ By special messenger etc.

By email attachment

URGENT

GOVERNMENT OF ANDHRA PRADESH
<NAME OF THE DEPARTMENT>

Memo. No. Dated dd-mm-yyyy

Sub: _____

Ref: _____

<Body of memo:
• Body in convenient paragraph numbers
• Write in passive voice
>

Enclosures:
1)
2)

<Name>
<AUTHENTICATING OFFICER>

To
<write name, designation, email and address details of addressee>

// FORWARDED BY
ORDER //

<Digital Sign>
<Name>
<ATTESTING OFFICER>

Grading: Urgent/ Immediate

Department: Write name of department

Date of approval

Memo Number

Clear, concise subject indicating contents

- Write references for following the case
- If this is reply, write no. and date of reference

Name and designation of the authenticating officer

Digital sign, name and designation of attesting officer

2.3 Government U.O. Note

URGENT		Grading: Urgent/ Immediate
GOVERNMENT OF ANDHRA PRADESH <NAME OF THE DEPARTMENT>		Department: Write name of department
U.O. Note No. _____ Dated dd-mm-yyyy _____		Date of approval
Sub: _____ Ref: _____		UO Note Number
*****		Clear, concise subject indicating contents
<Body of Note: • Body in convenient paragraph numbers >		
Enclosures: 1) 2)	<Digital Sign> <AUTHENTICATING OFFICER>	• Write references for following the case • If this is reply, write no. and date of reference
To <write name, designation, email and address details of addressee>	<Digital Sign> <Name> <ATTESTING OFFICER>	Digital sign and designation of the authenticating officer
// FORWARDED BY ORDER //		Digital sign, name and designation of attesting officer

2.4 Government letter

Mode of dispatch: By email attachment/ By registered post/ By special messenger etc.

Security classification:
Confidential/ Secret/ Top Secret

Grading: Urgent/ Immediate

Department:
Write name of department

Date of approval

Letter Number

Salutation:

- Officials- 'Sir/ Madam';
- Non-officials- 'Dear Sir/Madam';
- Firms- 'Dear Sirs';
- No personal pronouns

Clear, concise subject indicating contents

- Write references for following the case
- If this is reply, write no. and date of reference

Digitally sign the letter.

No digital sign needed if directly sent as email body.

SECRET
By email attachment
URGENT

GOVERNMENT OF ANDHRA PRADESH
<NAME OF THE DEPARTMENT>

Letter No. xxxx/C-Sec/2019 Dated dd-mm-yyyy

FROM **TO**

<write **sender's** name, designation, phone> <write **addressee** name, designation and address details>

Sir,

Sub: _____

Ref: _____

<Body of letter:

- Write para numbers
- Be simple and precise. Ex. Incorrect form: I am to request you to make necessary provision of funds. Correct form: Kindly make adequate provision of funds.
- A letter may be directly typed as email body and sent from the official email address.
- If a letter is written under a direction from another authority then write as "I am directed by Government/ <name of authority>"

>


Enclosures:
1)
2)

Yours faithfully
<Digital Sign>

2.5 Government D.O. letter

Emblem:

- Print emblem for MLO or above
- In words for AS or below
- For security classified letters – print emblem in red

<write sender's name, designation>		<write sender's address, phone, e-mail >	Letter Number
D.O.Lr.No.	Dated dd-mm-yyyy	Date of approval	<u>Salutation:</u>
Sir,	Sub:		<ul style="list-style-type: none"> • Senior Level Officer: Dear Sir/ Madam; • Equal Level Officers: Dear Sir/ Smt/Kumari name of officer in your own handwriting>; • Junior level officers: My Dear<write name in your hand>
Ref:	<p><Body of letter:</p> <ul style="list-style-type: none"> • Write para numbers • Write letter in first person • Write in the first person and in a personal and friendly tone. 		Clear, concise subject indicating contents
			<ul style="list-style-type: none"> • Write references for following the case • If this is reply, write no. and date of reference
With warm regards	Yours sincerely	<Signature>	<u>Subscription:</u>
<Write name, Designation, and address details of addressee>			<ul style="list-style-type: none"> • Senior/ equal level officers: With warm regards; • Junior level officers: With best wishes
			Digital sign/ Sign by name of the officer approving it

2.6 Government Press Note

Write Press Note/ Press
Communique as the
case may be

The following **Press Note** is issued

DIRECTOR OF INFORMATION AND PUBLIC RELATION
GOVERNMENT OF ANDHRA PRADESH
<NAME OF THE DEPARTMENT>

No. Place: Dated dd-mm-yyyy

Subject:

<**Body of Note:**

>

DIPR will
give serial
number and
dispatch

Department:
Write name
of
department
concerned

Date of approval

Write number

Clear, concise
subject indicating
contents, if needed

- No
authentication
of copies to be
done
- After approval
of note by dept.
send file/ email
to DIPR for issue

2.7 Government Endorsement on Tappal

TAPPAL IN ORIGINAL

GOVERNMENT OF ANDHRA PRADESH ENDORSEMENT

<NAME OF THE DEPARTMENT> Amaravati, the **dd,<month>, yyyy**

The tappal in original is forwarded **for information and necessary action**

To **<Sign>**
<FORWARDING OFFICER>

Write name & designation of addressee

Copies of financial sanctions issued by the departments, where required to be communicated to the audit authorities through the accounts department are also sent by endorsement

Department:
Write name of department concerned

Date of approval

Write for information and necessary action for favour of reply/ for early compliance

Sign and designation of forwarding officer not below AS

Write name & designation of addressee

2.8 Government Endorsement on separate sheet

GOVERNMENT OF ANDHRA PRADESH			[<u>Department:</u> Write name of department concerned]
<NAME OF THE DEPARTMENT>			
Endorsement No:	Amaravati, the	dd,<month>, yyyy	[Date of approval]
Write "The papers listed below are forwarded/ a copy of the papers listed below are forwarded" on the case may be.			
(By Order)		<Sign> <FORWARDING OFFICER>	[Write "By order" if forwarded by SO]
List of papers forwarded 1. 2. To			
Write name & designation of addressee			[Sign and designation of forwarding officer below AS]

2.9 Minutes

GOVERNMENT OF ANDHRA PRADESH <div style="display: flex; justify-content: space-between; align-items: center;"> <div style="border: 1px solid black; padding: 2px 10px; background-color: #f0f0f0;"> <NAME OF THE DEPARTMENT> </div> <div style="border: 1px solid black; padding: 2px 10px; background-color: #f0f0f0;"> URGENT </div> </div>		<u>Grading:</u> Urgent/ Immediate/ ordinary												
MINUTES		<u>Department:</u> Write name of department concerned												
Subject: <div style="border: 1px solid black; height: 20px; width: 100%; background-color: #f0f0f0;"></div>		<u>Date of Meeting</u>												
Date: <div style="border: 1px solid black; padding: 2px 10px; background-color: #f0f0f0;">dd-mm-yyyy</div>	Time: <div style="border: 1px solid black; padding: 2px 10px; background-color: #f0f0f0;">hh-mm</div> hours	Venue: <div style="border: 1px solid black; height: 20px; width: 100%; background-color: #f0f0f0;"></div>												
Chair: <div style="border: 1px solid black; padding: 2px 10px; background-color: #f0f0f0;"><Name></div>	Convenor: <div style="border: 1px solid black; padding: 2px 10px; background-color: #f0f0f0;"><Name></div>													
Participants: <div style="border: 1px solid black; padding: 2px 10px; background-color: #f0f0f0;"><List of participants with designations></div>														
<table border="1" style="width: 100%; border-collapse: collapse; text-align: center;"> <thead> <tr> <th style="width: 33%;">Decision</th> <th style="width: 33%;">Functionary responsible for implementation</th> <th style="width: 33%;">Due date</th> </tr> </thead> <tbody> <tr><td style="height: 20px;"></td><td></td><td></td></tr> <tr><td style="height: 20px;"></td><td></td><td></td></tr> <tr><td style="height: 20px;"></td><td></td><td></td></tr> </tbody> </table>			Decision	Functionary responsible for implementation	Due date									
Decision	Functionary responsible for implementation	Due date												
<div style="display: flex; justify-content: flex-end; align-items: center; margin-top: 20px;"> <div style="border: 1px solid black; padding: 5px; background-color: #f0f0f0; margin-right: 10px;"> <Name & designation of the Chair> </div> <div style="border: 1px solid black; padding: 2px 10px; background-color: #f0f0f0;"> <Sign> </div> </div>		Convenor may sign with the approval of the chair												
TO <div style="border: 1px solid black; padding: 5px; background-color: #f0f0f0; margin-top: 10px;"> <write addressee name, designation and address details> </div>			Write name, designation and email of all responsible functionaries											

3 SPECIAL CORRESPONDENCE

3.1 Certain cases

Authority addressed	Instructions
Government of India and Other State Governments	(a) Address through letter ordinarily. (b) Write name and official designation at the top. (c) Write a self-contained and complete letter with abstract of enclosures if needed. (d) Don't use personal touch/ personal pronouns.
High Court	(a) Address to Registrar ordinarily. (b) Address only very important communication to the Chief Justice. (c) Address DO letters either to Registrar or Chief Justice. (d) On the cover indicate whether letter is addressed to Registrar or Chief Justice.
Military headquarters, Andhra, Tamil Nadu, Karnataka and Kerala Area	(a) Address to the General Officer Commanding, Headquarters, Andhra, Tamil Nadu, Karnataka and Kerala Area and not to officers by name. (b) Mark the envelopes 'Secret' or 'Confidential' if you want the officer to open it. (c) If you intend any communications for the personal information of the General Officer-Commanding, make an endorsement on the envelope "to be opened by the General Officer-Commanding personally or by Senior Staff Officer present".
Other Military authorities	Address covers containing secret and confidential documents intended for Commanders and Staff Officers to the officers concerned by name, but with the addition of the words "or next senior officer present".
Urban Local Bodies	(a) Official communications intended for Municipal bodies shall be addressed to the Commissioner through the Mayor/ Chairperson of the Corporation/ Council and not to the Commissioner directly. (b) Address election related matters directly to the Commissioner.
APPSC	(a) Address official communications intended for the Andhra Pradesh Public Service Commission to the Secretary to the Commission.
University	(a) Send communications to the Vice-Chancellor and the Registrar in letter form. (b) Address important communications to the Vice Chancellor.

Advocate General	<p>(a) Address Advocate-General, a highly placed official, only when it is considered essential.</p> <p>(b) Don't mark copies of letters written to Law officers to the AG.</p> <p>(c) Don't mark Government orders etc to AG unnecessarily.</p> <p>(d) In ordinary cases, obtain legal opinion of Advocate General through Law department after orders of the Chief Secretary. In urgent and secret cases, however, the Advocate-General may be consulted directly after approval of Chief Secretary.</p> <p>(e) Send letter asking for the Advocate-General's opinion on Bills or Proposals for Legislation through the Law Department.</p> <p>(f) The Advocate-General does not himself generally appear in cases, but only leads the subordinate Law Officers whenever he is required to do so. Use the words 'enter appearance' appropriately only in the case of the deputies. When Government considers that the Advocate-General, should appear, use the terms "The Advocate-General, Andhra Pradesh is requested to appear".</p> <p>(g) Don't send copies of letter, etc., addressed to either the Government Pleader or any other Law Officer enquiring about the result or stage of a particular case. Don't request AG to send copies of judgment or orders of the High Court or Proceedings. Address all routine correspondence to the Government Pleader. While orders requesting AG to appear or lead any of the subordinate Law Officers, as the case may be, can be communicated to him direct, address all enquiries about the result or stage of a particular case or request for copies of judgment or orders of the High Court, or Proceedings, only to the appropriate sub-ordinate Law Officer.</p> <p>(h) Any matters connected with the claim of fees, etc., where it is proposed to ask AG to reconsider or where any language which suggests criticism of the Advocate-General has to be used, circulate the file to the Chief Minister through the Chief Secretary. Make payments as per the rates fixed by Government in the Political Division, General Administration Department from time to time.</p> <p>Note: The above procedure shall not apply to the Legislative Assembly Secretariat whenever it consults the Advocate-General under the direction of the Speaker/ Chairman or a Committee of the Legislature.</p>
------------------	--

Speaker / Chairman of Legislature	(a) Send messages/ orders of sanction/ recommendation/ approval / permission etc. from Governor to the Secretary Legislature through DO letter with a request to place before Speaker/ Chairman. (b) Send personal communication from Governor/ Minister directly.
Other authorities and private persons or bodies	(a) Prefix the following honorifics in all official correspondence, to names irrespective of the race or religion of the person concerned. Man: 'Sri' for Indian nationals and 'Mr' for foreign nationals; Woman: 'Kumari' if unmarried and 'Srimati' if married Indian nationals, and 'Ms' for foreign nationals. (b) Address medical practitioners (except those who hold military rank), whether in the service of Government or not, by the title of "Dr." before their names and with their degrees.
Communication between HoDs of AP and their counterparts in other indian states	(a) The Heads of Departments of AP can correspond direct with their counterparts in other States in India on matters of routine nature keeping the controlling Secretary informed. (b) Correspondence on all important and policy matters should, however, be routed by the Heads of Departments through the controlling Secretary.

3.2 With foreign missions in India

- (1) All official communications with foreign Missions in India should normally only be addressed to and by the Ministry of External Affairs.
- (2) There is no objection to direct correspondence with the Consuls-General, Consuls and Trade Representatives of Foreign Governments and the Deputy High Commissioners of Commonwealth Countries in India, on routine matters such as a request for factual information of a non-confidential nature on technical subjects. When in doubt, obtain the advice of the Ministry of External Affairs invariably. If security considerations arise, consult the Ministry of Home Affairs and or the Ministry of External Affairs.
- (3) Make correspondence which relates to a matter involving, directly or indirectly, a question of policy or one which, though not initially, may eventually raise a policy issue, only through the Ministry of External Affairs.
- (4) The Registrar General of Births, Deaths and Marriages of State may forward certificates of births, deaths and marriages in respect of Foreign Nationals to the Foreign Missions concerned directly.

3.3 With Indian missions in foreign countries

- (1) There may be direct correspondence with the Indian Missions abroad on routine matters other than those relating to policy, provided copies of such correspondence

are endorsed to the Ministry of External Affairs as well as to the administrative Ministry concerned. The following types of cases belong to this category:-

- (i) Enquiries relating to births, deaths, residential addresses, antecedents, whereabouts and of Indian Nationals residing abroad or in India.
 - (ii) Verification of Statements that may have been made by certain applicants for securing Indian or Foreign travel documents.
 - (iii) Verification of the services of ex-employees of Foreign Governments, their medical examination etc.,
 - (iv) Petitions and complaints from Indian Nationals asking for miscellaneous kinds of assistance either from a Mission abroad or State Government in India.
- (2) Correspondence on questions of policy should invariably be sent through the Ministry of External Affairs.
 - (3) Subordinate Officers of State Governments are not authorized to correspond direct with Indian Missions abroad.
 - (4) Licencing authorities/ Municipal Corporations of State Government may correspond directly with Indian missions abroad.
 - (5) An organization, Government or private, intending to send a delegation abroad should inform the Indian Mission abroad with copy to Ministry of External Affairs, GoI.
 - (6) Facilitation needed viz. (1) transport arrangements required with the time of arrival and duration of visit, (2) hotel accommodation etc. with mode of payment should be informed to the Indian mission abroad with copy to Ministry of External Affairs.

3.4 With foreign entities

3.4.1 With foreign Governments by GoAP

- (1) Route all communications with foreign Governments through the Government of India unless covered by a Memorandum of Understanding approved by Government of India.
- (2) Indian Courts responsible for enforcing Foreign maintenance orders may correspond directly with Foreign Courts on routine matters relating to such maintenance orders, and the remittance of payments due under them similarly.

3.4.2 With foreign Governments by local bodies of Andhra Pradesh

- (1) Communicate with foreign governments with the approval of state Government.
- (2) Local bodies may communicate/ technically collaborate with foreign local governments on non-political matters and matters which are not likely to have implications for Government of India/ State Government, keeping the state Government informed.

3.4.3 With foreign private individuals/ organisations

- (1) State Government and other Governmental organizations of the state may correspond directly with appropriate individuals, non-official organizations abroad on routine matters.
- (2) Copies of such communications need not be sent to the Indian Missions concerned abroad, if it is unlikely that the matter will subsequently have to be pursued further through the agency of those Missions.
- (3) The term “Governmental Organizations” also includes Municipal bodies, Zilla Parishads or other authorities legally entitled to or entrusted by the Government with the control or the Management of a municipal or a local fund.

3.5 Information on foreign contracts to Indian missions abroad

- (1) The Indian Mission in the country concerned should be kept fully informed about important orders or contracts being placed or negotiated direct with foreign firms or industries by State Government departments or other Governmental authorities.

4 DESPATCH & CLOSING

4.1 Despatch

4.1.1 Modes of despatch

The following are the modes of despatch of communications from Government.

- (1) e-Office email
- (2) Post
- (3) Registered post/ Registered post acknowledgement due
- (4) Parcel/ Registered parcel
- (5) Special messenger
- (6) Courier
- (7) Internet messenger service
- (8) Wireless

4.1.2 Address

- (i) Maintain a list of official email addresses of all secretariat departments, heads of departments and other important functionaries.
- (ii) Address packets not containing confidential items by official designation only and not in officer's name.

4.1.3 Marking

- (i) Indicate clearly on the office copy, the mode of despatch, viz., by email or by post or by special messenger etc.
- (ii) Mark important and urgent communications "Important", "Urgent", "Immediate", or "For Personal Attention", as the case may be, in red ink or by means of rubber stamp on the economy label.
- (iii) Petitions for mercy: In the case of communications from Government to jail authorities relating to appeals for mercy from condemned prisoners, mark the words "Petition for Mercy-Urgent" in red ink both on the economy label and on the communication itself.

4.1.4 Email despatch

- (i) Send all ordinary communications to Heads of Departments to their tappal email notified by Government.
- (ii) Send all ordinary communications to Government of India to the e-Office email or official email address of the addressee.
- (iii) Attach and despatch demi-official letters to the official email address of addressee by name.
- (iv) Section should promptly despatch any outward communication along with enclosures only from the e-Office email address of any of the section staff.
- (v) When a communication is addressed to an officer through another, mark a copy to the former while sending email to the later.
- (vi) Record the fact of despatch on the e-office note file.

4.1.5 Despatch within and outside secretariat

- (i) Send all papers from Government addressed to other Secretariat Departments or Heads of the Department or District heads or officer concerned from eOffice email of section officer or staff concerned.
- (ii) All the papers from Government should carry the digital signature of the authorised signatory.
- (iii) When despatching to an official email address by name, mark a copy to the official email address of the O.P./Tappal section of the Secretariat Department or Head of the Department or District head or Office concerned.
- (iv) In case of DO letters, use only official eOffice email address of the officials by name to whom the communication is addressed.
- (v) Enable 'confirm receipt' option while sending the email; and ensure that the email has not bounced.
- (vi) Send confidential proceedings, references etc. in a password protected document. Convey the password through any encrypted internet messenger service to the recipient.
- (vii) In order to draw the immediate attention of a large number of persons to important communications, despatch the non-confidential papers simultaneously through internet messenger services such as Whatsapp.

4.1.6 Despatch by special messengers

- (i) When “special” or “urgent” letters, packets or boxes are sent to officers’ houses, mark the time when they are handed over to the special messenger on the outside or in a separate slip for the information of the officers in order to ensure that there is no undue delay on the part of the special messenger in taking them to the officers’ houses.
- (ii) Send local tappals containing important communications by special messengers.
- (iii) When such communications are handed over to the special messengers mark on the outside or in a separate slip for the information of the staff at the receiving office to ensure that there is no delay on the part of these messengers.
- (iv) Acknowledge the receipt of such important communications by responsible person not lower in rank than that of an Assistant with his full signature.

4.1.7 Postal despatch of papers

(i) Time lines

- (a) Retain no paper for despatch for more than 24 hours.
- (b) Tappal section to note the date of receipt of papers received for despatch on them.
- (c) Tappal section should despatch papers received before 4 p.m. on a working day on the day of receipt.

(ii) Receiving from section and dispatching

- (a) Tappal section should receive and acknowledge the receipt of papers in the Transit Register and return it to the section.
- (b) Check papers to see if enclosures are attached and that the papers leave in a complete form.
- (c) When a communication or its enclosure is required to be sent by registered post or parcel, note the fact on the office copy.
- (d) In cases where a communication intended for despatch by post does not actually leave the office on the day it was ready for despatch, enter both the dates on the office copy, as e.g. 29th/30th September 2017 which will signify that the paper was given to the despatcher for issue on the 29th, but was actually sent by the messenger or by post only on the 30th.
- (e) Before despatch by post properly weigh and stamp packets, etc., to be sent by post. Assistant concerned to frank and affix full signature and designation.

4.1.8 Despatch of valuables

- (i) Put valuables intended for despatch to other offices in envelopes or pack and seal in the presence of the SO, who will be responsible for the contents of the packet.
- (ii) Enclose a list or description of the valuables in the packets and send another copy of the list of description separately with an appropriate letter intimating the despatch of the valuables.
- (iii) Obtain a certificate of posting for each letter or packet containing valuables unless it is sent by registered post.
- (iv) File such certificates and the receipts for registered letters, etc., carefully.

4.1.9 Despatch of articles

- (i) If a registered article is required to be sent “acknowledgment due”, ensure by checking the postal receipt that the article has actually been booked as “acknowledgment due”.
- (ii) After despatch, place the office copies in the trays that are provided to the despatcher for the purpose. The Section should collect the office copies from the trays in OP/ Tappal Section of the respective department, daily without fail.
- (iii) Tappal section should maintain a register and enter all registered articles and see that correct receipts have been obtained from the post office in respect of registered articles.
- (iv) Tappal section should immediately collect the postal receipts from the Assistants through whom the articles were sent to the post office and initial them before they are filed.
- (v) At once bring any omission or mistake to the notice of Tappal SO, who will take necessary action for its rectification.

4.1.10 Despatch of records to the TDP/ Archives

- (i) In order to ensure the safety of valuable documents connected with cases of disciplinary enquiries by the Tribunal for Disciplinary Proceedings, depute a responsible person to take the records intended for delivery at the office of the Tribunal for Disciplinary Proceedings personally and hand them over to a responsible person in that office and obtain acknowledgment for the records.
- (ii) The Departments of Secretariat should make their own arrangements to send their closed records to Andhra Pradesh State Archives.

4.1.11 Use of envelopes

- (i) Transmission of papers: Send communications for despatch with any enclosures that are to accompany them but not with any other papers to the OP/ Tappal Section after entering in the Transit Register maintained for the purpose.
- (ii) One envelope for all communications for same officer: If there are several papers for issue to the same officer on the same day, enclose them in one envelope.
- (iii) Method of enclosing papers in envelopes
 - (a) When foolscap sheets (or their equivalent) are to be des-patched in an envelope to the same addressee:
 - (1) When more than 10 sheets are there, fold papers once lengthwise, and
 - (2) When ten or less sheets are there fold twice breadth-wise.
 - (b) Put the papers as folded in the smallest sized envelope possible to prevent wastage and transit damage.
 - (c) Send Demi-officials unless containing bulky enclosures in the envelopes specially intended for these.
 - (d) Detach from the papers and send separately, enclosures such as maps, sketches and plans which cannot be easily folded in book form or are liable to be damaged by folding. State the fact in the margin of the communication in the proper place.
 - (e) Send very bulky files which cannot be conveniently folded as suggested above unfolded.
- (iv) When papers may be sent packed-Use wax or cloth
 - (a) Securely pack papers in thin or thick paper, which on account of their bulk will not go into envelopes according as they are intended for local or postal delivery. Note correct address before sending to the OP/ Tappal Section of the respective Department for despatch.
 - (b) Wax cloth used for packing purposes is intended for an outside wrapper in order to prevent damp getting into the contents of the parcel and not for outer covering. The latter should consist of stout paper, canvas or gunny.
- (v) Use of special envelopes in certain cases: Enclose papers intended for the Government of India, other State Governments and Administrations and for distant stations in buff cartridge envelopes, if available, or in thick brown cartridge envelopes, and those delivered locally or intended for stations at short distances, in brown cartridge envelopes.
- (vi) Use of Economy label
 - (a) Don't gum the flap of an envelope containing non- confidential papers but paste an economy label over it to enable reuse of the envelop.

- (b) Use economy labels in the case of confidential papers sent in an envelope, the seal being affixed at the two ends of the economy label.
- (c) In case of registered envelopes, paste the flaps and don't use economy labels.
- (vii) Contents not to be noted on Economy label
 - (a) Do not paste a description of list of the contents of a packet, such as the numbers of the communication in it, on the economy label or anywhere on the outside of the packet or envelope.
 - (b) If it is desirable to send a description or list, write on a separate sheet and enclose in the envelope or packet.

4.2 Numbering and Closing

- (1) Numbering outward communications: Number outward communication as follows. / - , , dated < date in the format DD, MM, YYYY>.

Ex: letter No.1184/17-1, General Administration (PU I) Department, dated the 1st June 2017.

This numbering is applicable to the following outward communication.

 - (a) Letter (except one numbered in special disposal series)
 - (b) Endorsement
 - (c) Demi-official
 - (d) Unofficial
- (2) Reminders
 - (a) Issue reminders and interim replies to reminders received with date of next reminder.
 - (b) Note these in a separately maintained part file.
- (3) Closing currents
 - (a) If the disposal is final, enter the following
 - (1) nature
 - (2) number
 - (3) date
 - (b) The same will be reflected in PR.
- (4) Lodged disposals
 - (a) Close 'Lodged' papers by the entry 'Lodged' with the dates of disposal.
 - (b) Same will be reflected in the Personal Register.



- Introductory
- Inward
- Outward
- Decision Making
- Office procedure

GENERAL ADMINISTRATION DEPARTMENT
GOVERNMENT OF ANDHRA PRADESH

